

Sr-2 Employers Expectation

Time Required:45-60 minutes

Content Standards: AA.S.6 Students will understand the relationship between personal qualities, education, training, and the world of work.

Indicators (Students will...):Take responsibility for their actions.

Understand that the changing workplace requires life long learning and acquiring new skills.

GOAL: Students will relate how a person's values affect employability and discuss what upsets employers most.

Activity Statements: Student will review, discuss and identify employability skills and attitudes.

Materials:

1. Handout 1 – Employability Skills and Attitudes
2. Additional Information: Handout 2 – Employers Opinions and Comments
3. Additional Information: Handout 3 – Keeping the Job

Procedures and Discussion:

1. SAY – *Student's success on any job or while participating in any job will depend on how well they meet the employer's expectations. The employer will expect you to perform in a certain standard of practice. They are listed on Handout 1*
2. Give out Handout 1
3. Divide students into pairs.
4. Give each set of student one of the cut out 'employer expectations' or 'traits'
5. Ask students to 'act out' what a good employee performing the trait would look like, followed by 'acting out' what a poor employee would look like not meeting that expectation.
6. Have other students guess what the employer expectation was.
7. Continue taking turns until all listed expectations have been performed.
8. Give students a copy of skit handout to take home for future reference.

PART II

9. Divide students into small groups or dyads and have them sit down, review and discuss Handout 2 – *Employers Opinions and Comments* and Handout 3 – *Keeping the Job*
10. *Ask students to share personal work experience in which the expectations in Handouts 2 & 3 were violated and discuss how that made them and others feel. What happened with respect and reputation of employee who committed these work violations?*

Additional Resources:

Employer Expectations:

http://www.swinburne.edu.au/corporate/careers/Handout_Employer_Expectations.pdf

<http://www.dol.state.ga.us/js/replace/chapter03.htm>

Sr-2 Handout 1 Employers Expectations

A STUDENTS SUCCESS ON ANY JOB WILL DEPEND ON HOW WELL THEY MEET THE EMPLOYERS' EXPECTATIONS.

THE EMPLOYER WILL EXPECT THE FOLLOWING QUALITIES:

1. Positive Attitude
2. Cooperativeness
3. Honesty
4. Initiative
5. Willingness to learn
6. Willingness to follow directions
7. Dependability/punctuality
8. Enthusiasm
9. Ability to accept criticism
10. Loyalty
11. Proper attire and grooming

WHAT IT TAKES TO BE A GOOD EMPLOYEE:

1. Display a "can-do" attitude
2. Maintain good physical health
3. Show the desire and ability to listen and follow directions
4. Report for work on time or call your supervisor ahead of time if you expect to be late
5. Be friendly, courteous, and considerate to everyone
6. Read, learn, and follow all company policies and procedures
7. Work as if the business were your own
8. Do your work according to the instructions you have been given
9. Do not attempt to work or answer questions about work you are not authorized to do
10. Clean up any mess you make.

Information taken from a nationwide survey of 100 Fortune 1000 company vice presidents compiled by Accountemps.

Sr-2 Handout 2 Employers Expectation

WHAT UPSETS EMPLOYERS THE MOST:

1. Dishonesty and Lying
2. Irresponsibility, goofing off, and attending to personal business on company time
3. Arrogance, egotism, and excessive aggression
4. Absenteeism and Lateness
5. Not following directions or ignoring company policies
6. A whining or complaining attitude
7. Absence of commitment, concern, or dedication
8. Laziness or lack of motivation and enthusiasm

And to a lesser extent, lack of character, disrespect, making ill-informed decisions, and taking credit for work done by others

EMPLOYER COMMENTS ON ATTENDANCE AND TIME

“I hold my employees to a no-minutes late policy. We start at 8am –they better be on time. That has to be fundamental training that starts in school.”

-Manager of Manufacturing Business

“I need smart people who will work hard and show up everyday.”

-Owner of Health Care Company

“I’ve had young people quit because I have told them to come to work everyday.”

-Manager of Retail Store

“Educators are discouraged when students are line up for jobs then are fired in a few days because they don’t show up on time everyday.”

-Co-op Instructor

GETTING THE JOB IS JUST THE FIRST STEP IN BEGINNING A CAREER – KEEPING THE JOB IS THE REAL TEST. HERE ARE SOME EXAMPLES OF THE KINDS OF BEHAVIOR THAT REFLECT A GOOD WORK ETHIC AND WILL HELP YOU KEEP YOUR JOB.

1. Be dependable. Be where you are supposed to be when you are supposed to be.
2. Be on time or notify your superiors when it is not possible.
3. Consider the impact of your absence when you call in sick or take leave. Make sure you are not missing a deadline or causing someone else to do so.
4. Cooperate to get a task done. Do you share of the work and help others who are having difficulties.
5. During brainstorming work sessions, contribute your ideas in a respectful manner and listen to the ideas of others.
6. Be willing to learn from others; try out others' work suggestions.
7. Be willing to compromise.
8. Do your share of the work
9. Be polite, friendly and respectful. Good manners cost you nothing and will gain you respect.
10. Help make your workplace a pleasant environment. Avoid gossiping, taking sides, and complaining.
11. Be sensitive to the feelings and thoughts of others even if you do not understand or agree with them.
12. Give help when possible as needed even if it is not in your realm of responsibility.
13. Be honest. If you make a mistake admit it and try harder.
14. Be flexible!

Many workers discover their first job is not as exciting as they had thought it would be. Keep a positive attitude and improve your skills. This will prepare you for more challenging work.

Directions: Advisor will cut each expectation into strips. Give each pair of students one of the expectations and ask them to not tell classmates their “trait.” Have them “act out” what it looks like when you meet this expectation and what it looks like when you do not. Have other class members guess what the trait is based on the list on Handout 1.

Positive Attitude – This is probably the most important factor in job success. Attitude is your basic outlook in life. Attitudes are often classified into two general types: positive or negative. People with positive attitudes tend to be optimistic, cheerful, and outgoing. They see life as exciting, worthwhile, and enjoyable. They usually get along well with other people and are happy most of the time. These people are willing to listen and learn. The main reason young workers lose their jobs are because they don't get along well with others.

Cooperativeness – Employers have the right to expect full cooperation. This means working well with everyone on the job to reach a common goal. Show that you are cooperative by doing tasks you don't like without complaining. Be sure to do your fair share of the work when you work with others. Respect your co-worker's ideas, even if they differ from your own. Pitch in willingly when a co-worker is behind or even if they differ from your own. You may even want to volunteer your help when it is needed.

Honesty – Employers have the right to expect you to be honest with them. The most common type of dishonesty is stealing time. Your time during working hours does not belong to you – it belongs to your employer. Arriving a few minutes late, taking longer breaks, and quitting a few minutes early are all examples of stealing time. Another type of dishonesty is stealing company property, such as materials or tools that belong to your employer. Be honest with your employer. As an honest worker you have a much better chance of being successful in your work and being rewarded.

Initiative – This means doing what needs to be done without being told to do it. Most employers will expect for you to find things to do without being told after you have been on the job for awhile. Be sure to use good judgment when taking initiative and never attempt to do work that you are not qualified to do. Showing initiative will help you be successful on the job.

Willingness to learn – You are expected to learn the way things are done in the company. Make a special effort to learn everything you can about your work and your company. The more knowledge and skills you acquire, the better. A good worker takes the trouble to learn more than just their own daily tasks.

Willingness to follow directions – You are expected to follow directions exactly as they are given; that is the purpose of directions. You may not understand the reason; your employer has their own reasons. Do the work you are asked to do.

Dependability/Punctuality – Employers have the right to expect you to be at work every day and to be on time. Coming to work late is a good reason to be fired. If you are ill and cannot go to work, call your supervisor or the person in charge. Call as soon as you know you will not be able to report for work. Not calling your employer to report your absence is a good reason to be fired. Your employer needs to know you can be counted on.

Enthusiasm – The most productive employees show enthusiasm for their work and enjoy their work. If there are certain tasks you do not like doing at work, do not dwell on how much you dislike these tasks. Focus on the positive aspects of your job. When people ask you how you like your job, report on the good things.

Ability to accept criticism – Constructive criticism is a must on every job. This is the employer's way of letting you know how the job is supposed to be done. You should be able to take criticism without sulking or snapping back at your employer. Listen carefully and politely to your critic, thank them for trying to help, and then make use of the criticism. Think about what was said, and try to see how it can make you a better worker. Regardless of how the criticism is delivered, it can be constructive or destructive, depending on how you use it.

Loyalty – Always show company loyalty. You must be for the company, not against it. Your company is not perfect, you may not agree with everything your employer does, and you may object to some of the company policies, but you should never complain to your friends or run down the company. You should keep to yourself things that pertain to the company.

Proper attire and grooming – Your appearance is an important part of your job. Points to follow:

- a. Take a bath or shower daily
- b. Beware of using too much perfume or cologne
- c. Avoid unpleasant smells (i.e. cigarette smoke)
- d. Hair should be clean and neatly styled
- e. Males should be clean-shaven
- f. Females should wear make-up sparingly
- g. Hands and nails should be clean and manicured
- h. Wear clothes that are appropriate for the job and make sure they are clean and unwrinkled. (Pay attention to accessories (i.e. shoes, socks, jewelry))